



Washington State Department of
General Administration

SUSTAINABILITY PLAN

September 15, 2004

DEPARTMENT OF GENERAL ADMINISTRATION SUSTAINABILITY PLAN

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SUSTAINABILITY POLICY STATEMENT

The Department of General Administration (GA) is committed to sustainable practices and the stewardship of resources to make state government and its public sector partners an example of sustainable stewardship for the citizens of the state. GA will pursue sustainability, as reflected in GA's Strategic Plan, through its unique role of assisting customers in procurement of goods and services, design and construction, operation of state facilities, and fleet management.

The purposes of GA's Sustainability Plan are:

- To implement the Governor's Executive Order 02-03
- To provide a structure and mechanism with accountability for GA's Divisions to reduce the impacts of their operations
- To provide a framework for GA's Divisions to assess their environmental impacts, create a long-term vision for elimination of adverse impacts, and to set interim goals to make progress toward this vision
- To address issues to make GA's programs and activities more sustainable
- To document GA's leadership and commitment to improving the environment by reducing the impact of its operations
- To help our customers succeed in implementing their own sustainability plans

GA is comprised of seven operational areas:

1. **Executive:** includes Legislative & Business Relations, Internal Quality, Public Affairs, and Internal Audit staff.
2. **Administrative Services (ASD):** includes Employee Services, Finance, and Information Services.
3. **Division of Capitol Facilities (DCF):** includes Visitor Services, Customer Service Center, Facility Support Services, Maintenance Operations, and Physical Plant Engineering on the Capitol Campus.
4. **Division of Engineering & Architectural Services (E&AS):** includes Design and Construction, Energy, Technical Services, Plant Operations Support Services, Barrier Free Design, and Contract Services for state agency and public sector customers.
5. **Division of Facilities Planning & Management (FPM):** includes Facilities Asset Management, Capital Program Management, and Planning and Policy for state-owned facilities.
6. **Office of State Procurement (OSP):** includes Purchasing and Contract Administration, Material and Purchasing Services, and Contract Policy and Support for state agency and public sector customers.

7. **Division of State Services** (DSS): includes Real Estate Leasing and Design, State Motor Pool, Consolidated Mail Services, Commute Trip Reduction, and Surplus programs for all state agencies.

LONG RANGE GOALS (BASELINE YEAR: 2003)

GOAL #1 - INSTITUTIONALIZE SUSTAINABILITY AS AN AGENCY VALUE AND INCREASE EMPLOYEE IMPLEMENTATION OF SUSTAINABLE PRACTICES

Strategy

GA will educate and encourage participation in sustainable programs in both internal and external business activities.

GOAL #2 - IMPLEMENT SUSTAINABLE BUILDING PRACTICES

Strategy

Design and build all major construction and renovation projects for state-owned and leased facilities to the LEED (Leadership in Energy and Environmental Design) Silver Standard by 2005.

GOAL #3 - REDUCE TRANSPORTATION ASSOCIATED POLLUTION

Strategy

Only low emission and hybrid vehicles will be used by GA's Divisions and in the Motor Pool Fleet by 2020.

GOAL #4 - CREATE MARKETS FOR SUSTAINABLE PRODUCTS

Strategy

The State Procurement Contract Portfolio will offer customers sustainable options in every category by 2025.

Recycled content and reused, non-toxic building materials will be incorporated into all major construction projects by 2007.

GOAL #5 - MAXIMIZE RECYCLING, MINIMIZE WASTE, AND MINIMIZE USE OF PRODUCTS WITH 100% VIRGIN MATERIALS

Strategy

GA's Divisions will reduce or eliminate 75 percent of the waste generated by their operations, through recycling, by 2020.

GOAL #6 - MINIMIZE FACILITY RELATED ENERGY AND WATER USE

Strategy

GA's Divisions will reduce water and per capita employee energy use by half by 2020.

CURRENT PRACTICES AND OPPORTUNITIES

EXECUTIVE

Provides leadership and communication regarding GA's sustainability efforts.
Sets the example for divisions by supporting sustainable office practices.

ADMINISTRATIVE SERVICES DIVISION

Makes tools available to other divisions within GA, to save paper, enable telecommuting, and enhance electronic services.

Electronic forms are now in use on GA's Intranet, such as Travel Vouchers and Accident Reports.

Intranet is used for publication of notices, training materials, and policies.

E-training is available, including new employee orientation.

Policies and procedures are online.

70 percent of billings are processed electronically, instead of using paper hard copy.

40 percent of GA's payments are completely electronic.

90 percent of monthly/daily reports are completely electronic.

Electronic payroll stuffers supplant 100 percent of hard copy payroll stuffers.

Electronic Inventory Control is utilized.

Active Health and Safety Programs including Wellness Program, ADA Policy, Family Medical Leave Act (FMLA) Policy, Ergonomics Policy, and Return to Work Program keep GA workforce on the job and productive.

All Agency PCs and monitors are powered off (not sleep state) when not in use by administrative policy.

PCs and monitors procured under state procurement contracts have increased percentage of recyclable materials and reduced hazardous materials.

Used PCs and monitors go to State Surplus for potential resale/reuse.

PCs and other IT components are reutilized in reduced function or non-production areas to extend life cycle.

DIVISION OF CAPITOL FACILITIES

Operations group performs energy monitoring and control.

Computers are recycled through Central Stores.

Custodial staff use environmentally safe cleaning supplies.

Products are purchased with minimal packaging to reduce waste.

Paper, cardboard, cans, and glass are recycled.

Maintenance staff recycles metal and wire.

Maintenance staff purchases energy efficient electronic ballasts.

Physical plant engineers use low Volatile Organic Compound (VOC) paint.

Grounds staff adhere to a water conservation plan.

Worn out motors are replaced with variable speed drives, where appropriate.

Exit lights are refurbished with Light Emitting Diode (LED) lighting.

GROUNDS

Maximize the use of drought resistant plants.

Limits use of chemicals that are toxic to the environment.

Composts landscape waste.

CAMPUS ENVIRONMENTAL SERVICES

Adheres to a Pollution Prevention Plan.

Practice preventative measures and minimize the impact of gas/oil spills.

DIVISION OF ENGINEERING & ARCHITECTURAL SERVICES

ENERGY SERVICES

Continues to encourage sustainable design practices by participating in and promoting the use of sustainability charrettes.

Continuous review of Energy Life Cycle Cost Analyses on all projects greater than 25,000 square for new facility projects and 25,000 square feet and/or 50 percent of the current facility value of existing facility projects.

PLANT OPERATIONS SUPPORT SERVICES

Continues to find uses and new owners for surplus materials, i.e. equipment and furniture.

Continues to develop Plant Operations' network of facility managers for sharing sustainability information and ideas and re-use of facility equipment with remaining usable life.

PROJECT MANAGEMENT TEAMS

Continues to encourage customers to use Construction Waste Management Guidelines and strive for silver LEED rating in construction of major projects.

Encourages consultants to use recyclable and smaller quantities of materials when marketing their services in response to Requests for Qualifications (RFQ).

Identifies sustainable project approach requirements when soliciting RFQs from the private sector.

Assists and encourages client agencies to select firms that demonstrate sustainability as a core value (those with a consistent history of successful projects where planning, design and execution demonstrates consideration for long-term flexibility for client agency use requirements, energy conservation building system simplicity, and implementation of sustainable building materials).

DIVISION OF FACILITIES PLANNING & MANAGEMENT

Obtains Green Building design considerations through the GA Owned Design Guidelines and Construction Standards.

Uses Life Cycle Cost Analysis when evaluating new projects.

Requires Construction Waste Management plans for each construction project.

Installs irrigation piping at Heritage Park for future use of reclaimed water in partnership with LOTT.

On-going effort to add separate water meters for each building to track domestic, irrigation, and cooling tower water usage.

On-going effort to detect and repair water, storm/sewer and steam leaks on Campus.

Maintains an active Commute Trip Reduction (CTR) program.

Increases recycling of paper, glass, and cans within the office.

Requires commissioning of new systems installed during capital projects.

OFFICE OF STATE PROCUREMENT

Offers online catalog for Environmentally Preferred Products.
Established statewide contracts that recognize recycle content goals.
Follows EPA guidelines.
Every other lamp is turned off within the Division.
Printer and fax cartridges are recycled.
All appliances are Energy Star rated.

DIVISION OF STATEWIDE SERVICES

REAL ESTATE SERVICES GROUP

As required by RCW 43.19, Lease Renewal and Energy Consumption Surveys are provided by tenant agencies as energy audits before lease renewals.
As required by RCW 43.19, Energy Consumption Walk-Through Audits are conducted by the Lessors.
Energy conservation opportunities are identified and implemented if the payback is within the term of the lease or less than ten (10) years.
Promotes recycling of construction waste.
Encourages recycled content construction materials and office interior décor.
Uses recycled content carpet in office remodels.
Ensures that state facilities are located close to transit.
Encourages consolidation and co-location of agency facilities.

STATE CTR PROGRAM

Ensures state facilities are located close to transit routes.
Ensures all agencies affected by the CTR Law have implemented sustainable CTR programs and policies.
Ensures state facilities have preferred parking for carpools and vanpools, as well as amenities for bicycles and walkers.
Provides assistance to agencies in multi-agency worksites to develop mandated parking management programs.
Ensures state work sites develop and implement required parking management programs to emphasize minimum parking ratios and shared zoned parking.

STATE MOTOR POOL

Ensures all vehicles are EPA certified low emission.
Recycles all oil, tires, oil filters, batteries, and steel.
Uses biodegradable soaps.
Recycles parts and cleaning solvents.
Avoids toxic chemicals.
Eliminates all asbestos brake linings.
Uses "paperless" reports and forms when possible.

CONSOLIDATED MAIL SERVICES

Recycles 141,075 pounds of cardboard and paper annually.
Partners with Central Stores to reuse boxes for packaging office supplies (reuses 60,000 boxes a year to save Central Stores \$12,000 annually).
Delivers for Central Stores, at over 22,000 locations a year, more than 35,000 boxes of office supplies to reduce duplicate delivery services.

Partner with Central Stores for delivery of “on demand” office supplies which save staff time and office space.

SURPLUS PROGRAMS

Implements online property sales to reduce costs of program and increase access to reutilization of state assets.

Maximizes the use of and extending the life of state resources through “Computers 4 Kids Program.”

Provides computers and other surplus items for training purposes to rehabilitative workshops and correctional facilities.

OBJECTIVES FOR BIENNIAL PLAN – DIVISION GOALS AND OBJECTIVES

EXECUTIVE

Acknowledge Executive Order 02-03 by submitting a GA Sustainability Plan for acceptance by the Director.

Support the goals of sustainable principles and practices which are part of Agency operations.

Help GA customers by providing products and services on the Sustainability website.

ADMINISTRATIVE

Ensure that GA reduces its employees' single occupant vehicle rate by 2005 at least 5 percent from 2003 levels, as measured by the 2005 CTR Survey.

Use the template provided by the Governor's Executive Policy Office to document, report, and incorporate new information about new products, into this Sustainability Plan.

Use the template provided by the Governor's Executive Policy Office as the format and repository to collect the data.

DIVISION OF CAPITOL FACILITIES

All custodial cleaning products used on Capitol Campus will be environmentally friendly by 2010.

All irrigation will be done with reclaimed water on West Campus by 2010.

By 2010, all paper products used by custodial services will be made of 60 percent recycled materials.

70 percent of all solid waste generated on Capitol Campus will be recycled by 2015.

All buildings on campus will have energy efficient lighting with electronic ballasts by 2010.

90 percent of all construction waste generated by Tenant Improvement Services will be recycled by 2015.

By 2025, all Ground's vehicles used on campus will be electric and/or use alternate fuels.

By 2025, reduce potable water consumption on Capitol Campus by 50 percent on a per capita basis.

Use 100 percent reclaimed water for make up water in the Power House cooling tower by 2005.

Reduce paper use by setting division printers for two-sided printing and directing staff to submit timecards electronically by 2004.

Investigate, and adopt if feasible, by 2008 the use of biodiesel in building generators and power plant boilers.

DIVISION OF ENGINEERING & ARCHITECTURAL SERVICES

E&AS will provide leadership, education, guidance, and cost estimating assistance so that state client agencies will incorporate LEED silver as standard practice for all new major construction projects by 2010.

ENERGY SECTION

Conduct energy audits of existing Capitol Campus facilities to seek opportunities to minimize energy waste during 2004.

Develop environmental guidelines for the design, construction, and operation of state buildings reflecting salient criteria mandated by Executive Order 02-03, by 2005.

PROJECT MANAGEMENT TEAMS

All Project Managers (PMs) will be trained to implement LEED design on state projects by December 2004.

Implement LEED guidelines by December 2003 for major new construction and renovation projects unless otherwise directed by client agencies.

Implement use of construction waste management guidelines by December 2003 for new construction and renovation projects.

DIVISION OF FACILITIES PLANNING & MANAGEMENT

To improve energy and resource conservation, GA desires that, when funding allows, all capital projects involving new construction, large remodels and when applicable, projects within Historic Buildings will incorporate Green Building Practices and adopt the LEED Silver level of activity by 2013.

Design Standards will be updated each year to consider LEED Standard guidelines and new energy efficient technology.

GA will replace all system motors with efficiency motors by 2013.

By 2010, separate electric and water usage meters will be installed in all buildings, for the purpose of energy monitoring.

Repair all steam, water, and storm water leaks by 2010.

GA has a goal of increasing recycle and reuse practices in capital construction projects through the Construction Waste Management specifications so that 80 percent of waste is saved from the landfill per project by 2005.

FPM commits to request only hybrid vehicles for Agency use from Motor Pool by 2005.

OFFICE OF STATE PROCUREMENT

Move the majority of OSP copy paper consumption to the most environmentally safe/sustainable option available on state contract.

Eliminate resource utilization associated with delivered portable water and water coolers. Install water filters to improve taste of locally available potable water from tap.

Migrate from CRT technology to LCD technology for computer displays, to reduce hazardous waste stream volumes.

Participate in available recycle programs for paper, toners, etc.

Reduce training associated travel and associated pollution by bringing more training on site and participating in more "webinars," teleconferences, and satellite broadcast training. Support local professional purchasing chapters to attract more local training.

Participate in legislation to modernize public purchasing RCWs to reduce paper and support electronic communications for bid notifications and reverse auctions.

Encourage use of State vehicles rather than privately-owned. Eliminate privately-owned vehicle reimbursement by 2004.

Implement a contract strategy to offer four (4) more new product lines for environmentally safe/sustainable products/services by June 30, 2005.

10-year stretch goal – 50 percent of state contract portfolio will include new product lines for environmentally safe/sustainable products/services.

Recommend environmentally safe/sustainable alternative for two (2) Correctional Industries product lines by June 30, 2005.

10-year stretch goal – 50 percent of Correctional Industries products/services portfolio will include new product lines for environmentally safe/sustainable products/services. Expand the scope of the current State contract on “scrap metal” by 2004.

DIVISION OF STATE SERVICES

Increase to 80 percent use of electronic storage and transfer of documents, use of internet online forms, and use of electronic/digital transmission of documents by 2005. Recommend site design standards for facilities to accommodate walkers and bikers by 2005.

REAL ESTATE SERVICES

Develop criteria and supporting policies to encourage consolidation and co-location of state agency programs and discourage fragmentation by 2005.

Develop policies and procedures that encourage agencies to coordinate with each other and consolidate their space requests into fewer solicitations, resulting in larger, multi-agency office buildings by 2005.

Provide LEED training and orientation for agencies and developers by 2004.

Provide Real Estate Services staff opportunities to become “LEED Certified” professionals by 2005.

Develop criteria and supporting policies and procedures to evaluate proposed new leased facilities under new Leased Space Requirements that include LEED Certified Building Elements by 2005.

Develop methodology to highlight and recognize LEED Certified Buildings by 2005.

Reduce travel cost by video-conferencing and teleconferencing 35 percent by 2005.

STATE COMMUTE TRIP REDUCTION PROGRAM

Encourage the adoption of building design standards as part of Leased Space Requirements that encourage the most intensive use of public transportation and other alternative transportation modes by 2005.

STATE MOTOR POOL

Perform an alternate fuel fueling site feasibility study in the Olympia area in conjunction with the Clean Cities Coalition and other interested state agencies by the end of 2005.

By 2004, meet with Motor Pool’s ten largest users to discuss downsizing vehicles to reduce fuel consumption.

SURPLUS PROGRAMS

Establish a transportation partnership with Central Stores maximizing the use of existing state freight vehicles and reduce duplication of services and equipment by 2005.

Act as a clearinghouse on electronic component waste disposal by December 2003.

ROLES AND RESPONSIBILITIES

EXECUTIVE - Director

Set expectations and accountability for performance, support progress, and recognize accomplishments.

Ensure public awareness of accomplishments with the assistance of the Public Affairs Director.

ADMINISTRATIVE SERVICES - Assistant Director

Set expectations and accountability for performance, support progress, and recognize accomplishments.

DIVISION OF CAPITOL FACILITIES - Assistant Director

Physical Plant Engineering Manager has responsibility for elements related to power plant, environmental services, and working in conjunction with FPM.

Maintenance Operations Manager has responsibility for elements related to grounds and preventative maintenance services.

Custodial Operations Manager has responsibility for elements related to custodial and refuse/recycle.

DIVISION OF ENGINEERING & ARCHITECTURAL SERVICES - Assistant Director

Set and communicate expectations and accountability for performance, support progress and recognize accomplishments.

DIVISION OF FACILITIES PLANNING & MANAGEMENT - Assistant Director

FPM Design & Construction Management and FPM Property Managers have responsibility to improve energy, water, and resource conservation, incorporate Green Building Practices, recycling and re-use practices, and LEED Silver standards in conjunction with DCF and E&AS.

DIVISION OF STATE SERVICES - Assistant Director with the assistance of:

REAL ESTATE SERVICES

The Real Estate Services Manager has overall responsibility.

The Design Manager has responsibility for elements related to design services.

The Leasing Manager has responsibility for elements related to leasing services.

STATE COMMUTE TRIP REDUCTION PROGRAM

The State CTR Program Manager has overall responsibility for elements related to CTR in the state program.

STATE MOTOR POOL

Motor Pool Customer Account Representatives will meet with the users to discuss and promote more fuel efficient vehicles.

Motor Pool Fleet Manager will conduct the alternate fuel fueling site feasibility study.

OFFICE OF STATE PROCUREMENT - Assistant Director

With the assistance of the Purchasing Unit Manager, set goals for environmentally safe purchasing and establish state contracts for access to environmentally safe products and services.

COMMUNICATION AND EDUCATION

EXECUTIVE

Document stories regarding GA's Sustainability successes and include stories in the following Agency internal and external publications and communications tools: Gazette, Journal, GA's Intranet and Internet sites.

ADMINISTRATIVE SERVICES

Employee Services Manager has responsibility for sustainability elements related to human resources, safety and training.

Information Services Manager has responsibility for sustainability elements related to telecommunications, computer hardware and software, and other information services items.

The Chief Financial Officer of the Financial Office has responsibility for sustainability elements related to budget, payroll, and systems to record and make payments.

DIVISION OF CAPITOL FACILITIES

Share with Facility Coordinators at Quarterly Facility Services Advisory Board (FSAB) meetings sustainable information, practices, and procedures.

Include pertinent sustainable information in the Customer Services *NOTES* monthly publication.

Share and involve employees in weekly staff meetings.

DIVISION OF ENGINEERING & ARCHITECTURAL SERVICES

Employees were engaged as stakeholders in the Sustainability Plan through engagement in anecdotal conversations about sustainability, and through comments solicited during RFQ feasibility experiments.

ENERGY SECTION

Development inclusion of Green Building and LEED in policies and procedures.

Conduct Eco-Charrettes to educate customer design teams on LEED.

Conduct training for E&AS project managers.

Present education opportunities for LEED, Energy Conservation and topics pertaining to sustainability through email to E&AS' personnel and on bulletin board space within E&AS.

PROJECT MANAGEMENT TEAMS

Information will flow internally to ensure that the Sustainability Plan and its objectives are carried out. The Assistant Director (AD) will share the Director's vision of Sustainability as an attitude. The AD will sponsor presentations by acknowledged building industry proponents of sustainability for the division project managers and client agencies at regularly scheduled meetings and workshops.

Implementation of the Sustainability Plan, as well as internal information, will flow from the AD to the Deputy Assistant Directors of the A & B Teams for execution by the Project Managers.

PLANT OPERATIONS SUPPORT SERVICES

Use Shop-Talk publications, video-conferencing training sessions, and site visits to share with facility manager's sustainability information and ideas, and re-use of facility equipment with remaining usable life.

DIVISION OF FACILITIES PLANNING & MANAGEMENT

During the March 2003 update of the GA Facilities Design Guidelines & Construction Standards, input and review comments were solicited from DCF, E&AS, DSS, and FPM staff. Each update will provide new opportunities to include sustainable practices. FPM involves tenants and DCF in the 10-Year Master Plan. This is an on-going process involving communication and education.

Employees will attend an initial work session when GA's Sustainability Plan is final.

Facility Asset Managers and Owner Project Managers will receive new information and will review program goals each year before doing the ten 10-Year Master Plan update.

FPM's Sustainability Team representative will communicate new information and review progress of objectives.

OFFICE OF STATE PROCUREMENT

Annual Fall Forum to train State Purchasing staff on environmental sustainability.

Annual Vendor Training Conference includes education on Governor's Executive Order on Sustainability for State Agencies to encourage development and marketing of such products and services to state agencies.

DIVISION OF STATE SERVICES

REAL ESTATE SERVICES

Leasing agents are involved in the development and implementation of policies and procedures related to leasing elements.

Architects are involved in the development and implementation of revising Leased Space Requirements and the inclusion of LEED elements.

TRANSPORTATION SERVICES

Motor Pool staff will be trained to evaluate fleet average fuel economy and to meet with user agencies to discuss improvements.

PERFORMANCE MEASURES AND CONTINUOUS IMPROVEMENT

EXECUTIVE

Strategic Plan objectives and performance measurables will support sustainability practices.

Divisions report quarterly on progress towards Strategic Plan objectives.

GA's Strategic Plan is reviewed annually and revised when appropriate.

ADMINISTRATIVE SERVICES

Employee Services sustainability objectives will be tracked through the template provided by the Governor's Executive Policy Office to document, report, and incorporate new information about new products.

Information Services sustainability objectives will be tracked through the template provided by the Governor's Executive Policy Office to document, report, and incorporate new information about new products.

Financial Office sustainability objectives will be tracked through the template provided by the Governor's Executive Policy Office to document, report, and incorporate new information about new products.

DIVISION OF CAPITOL FACILITIES

Sustainability goals will be tracked through the Facilities Maintenance Management System (FMMS) when applicable and others will be reported quarterly in management staff meeting minutes.

Sustainability Plan will be reviewed and revised annually.

DIVISION OF ENGINEERING & ARCHITECTURAL SERVICES

New information will be incorporated into the Sustainability Plan during Strategic Plan reviews.

ENERGY SECTION

Energy savings will be totaled quarterly in megawatt hours.

Number of projects that achieve LEED Silver or better through internal review or LEED certification will be tracked quarterly.

PROJECT MANAGEMENT TEAMS

Implementation success may be measured by determining the number of projects (at monthly Project Management interviews and reported quarterly):

1. That use advertisements designed to solicit RFQ responses that demonstrated commitment to sustainability;
2. That use Green Building as selection criteria for the Architecture and Engineering Team;
3. That include an Eco-Charrette that results in a LEED Scorecard;
4. That include construction waste recycling plans in the construction phase.

PLANT OPERATIONS SUPPORT SERVICES

Success is measured by the number of customers and consortium members that benefit from successful installation of reclaimed surplus materials. Data will be provided by the section manager.

DIVISION OF FACILITIES PLANNING & MANAGEMENT

Sustainability Plan will be reviewed and revised annually. Goals will be assessed and projected out for the next biennium.

Sustainability Plan will be in line with GA's Strategic Plan.

New information will be shared with staff at Monthly Staff Meetings. It will be a regular agenda item.

Sustainability lead will generate an in-house annual report of progress.

OFFICE OF STATE PROCUREMENT

(Continuous Improvement Goal: Four (4) new per year) Counting the number of new contracts with environmentally safe purchasing options and contract terms for recycling and hazardous waste management.

DIVISION OF STATE SERVICES

Sustainability Plan will be reviewed and revised annually.

TRANSPORTATION SERVICES

Motor Pool Fleet average fuel economy will be calculated annually to determine improvement.

Status of the alternative fuel fueling site feasibility study will be reported semi-annually.

ACROYMNS

ADA	Americans with Disabilities Act
ASD	Administrative Services Division
CRT	Cathode-Ray Tube (Computer Monitor)
CTR	Commute Trip Reduction
DCF	Division of Capitol Facilities
DSS	Division of State Services
E&AS	Division of Engineering and Architectural Services
EPA	Environmental Protection Agency
FMLA	Family Medical Leave Act
FMMS	Facilities Maintenance Management System
FPM	Division of Facilities Planning & Management
FSAB	Facility Services Advisory Board
GA	Department of General Administration
IT	Information Technology
LCD	Liquid Crystal Display (Computer Monitor)
LED	Light Emitting Diode
LEED	Leadership in Energy and Environmental Design
LOTT	Lacey Olympia Tumwater Thurston (waste water treatment)
NCC	North Cascades Center
OSP	Office of State Procurement
PC	Personal Computer
PM	Project Manager
RCW	Revised Code of Washington
RFQ	Request for Qualifications
VOC	Volatile Organic Compound